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# THE CASTLE MEDICAL GROUP

## NEWSLETTER

ISSUE 4 - JUNE 2002

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### Medical Secretaries

Previous newsletters have introduced other members of staff and given a brief outline of their role within 'The Castle Medical Group'. This passage is intended as a short introduction to our role in the Practice. There are five secretaries for the Practice, each secretary working for different doctors. Our roles, although very similar, do vary slightly depending upon different GP's specialised interests and clinics in the Practice. Four of the secretaries deal permanently with their GP's correspondence, i.e., typing of patient referral letters, following up any hospital appointments or any concerns the patient may have and entering data onto the computer. One of the other secretaries also deals with audit projects and any computer related problems that may occur. Approximately two years ago each secretary was allocated particular doctors to work for. Each secretary works for approximately 2-3 GP's dependent upon their hours and the GP's hours.

If you phone the Practice your first contact is usually with the receptionists. They may, however, pass your call on to one of the secretaries allotted to the GP you are registered with.

You may telephone the secretaries directly, if you prefer - details of the secretaries and their direct dial telephone numbers are included below. These numbers should only be used for specific enquiries about a hospital appointment or a letter of referral.

Please note that GP appointments can not be made by the secretaries.

We are an extremely busy Practice and therefore our workload is quite high. However, we do work well as a team and when any secretary is away on holiday or ill, their work is not left, we pick up each other's work. Here is a list of the secretaries who work for each GP:

#### **Supervisor:**

Beth Laraway

**Dr Huson, Dr Saunders, Dr Hodgson:**

Michelle Hornby (Tel. 421916)

#### **Dr Higson, Dermatology Clinic**

**(Audits/Computer queries):**

Christine Parker (Tel. 421915)

**Dr Freeman, Dr Bailey, Dr McBride:**

Debbie Morgan (Tel. 421905)

**Dr Flatley, Dr Summers, Dr McKeating:**

Joanne Cowking (Tel. 421906)

**Dr Mackean, Dr Ibbotson, Dr Hutchison:**

Chris Anderson (Tel. 421904)



### The Continence Clinic

The Continence Clinic has moved up to Clitheroe Hospital and has proved to be successful for patients and nurses alike. In fact, the Continence promotion team, Caroline Armitage of Pendleside practice, Sarah Smith and Mary Mercer of Castle Medical Group, have just won third prize in the community Nurse of the Year Awards. Susan Cornthwaite helps with the administration.

Christine Hargreaves has just undertaken venepuncture training and is now competent in this procedure.

### Ambulance and Hospital Transport

Due to the very heavy demand on the Ambulance and Hospital Transport Service we have been asked to consider carefully each request as the number of bookings has been well above average. Each request will be assessed on its own merit by your Doctor who, unfortunately, may have to refuse some requests. Consideration must be given to persons who are infirm, live alone and have no relatives nearby who can assist in getting them to appointments. It would be very much appreciated if patients could help by arranging their own transport

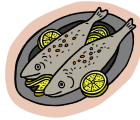
unless a medical condition prevents this. We thank you for your consideration on this matter.



### **Healthy Eating Recipe - Janet Cross (Staff Nurse)**

If you're eating healthy this summer, then why not try this fantastic, tasty recipe:

#### **Oven Baked Plaice**



4 Large Plaice Fillets;  
1oz Butter;  
Salt and Pepper;  
1 Tablespoon finely chopped onion;  
4 Tablespoons finely chopped tomato without seeds;  
1 Tablespoon lemon juice with 4 Tablespoons of water;  
6 Tablespoons fromage frais;  
1 Teaspoon cornflour.

#### **Directions:**

Put fish in single layers in buttered ovenproof dish. Season, add onion and tomato, lemon juice and water. Cover with foil and bake for 20 mins at 350°F. 180°F is Gas Mark 4.

Pour juices into pan, add fromage frais mixed with cornflour. Heat gently, **DO NOT BOIL!** Pour over fish and serve with vegetables and potatoes.

### **New Partner - Dr Gavin McBride**

We have great pleasure in welcoming Dr Gavin McBride as an additional full time partner to the practice.

Dr McBride lives in the local area, and has been working in and around Preston and Blackburn for the last few years.

This appointment has been made to enable the existing partners to spread their workload and improve the quality of care.

Some doctors have significantly more patients on their lists than others, and we are encouraging some patients to transfer to Dr McBride. We would particularly like to ask patients registered with

Doctors Huson, Bailey, Ibbotson, and Mackean, to consider moving to Dr McBride.

Patients can register now with Dr McBride. If you would like to register with Dr McBride, please ask at the reception desk.

All patients are reminded that they are able to see any of the doctors within the practice, not just the doctor who they are registered with!

### **New Appointment System**

We would like to remind patients that we are running a new appointment system in the practice. Patients are advised to ring up for an appointment on the day that they wished to be seen, rather than book ahead.

We have been running this system since 2 January 2002, and we have had very positive feedback from the majority of patients.

A small number of patients have said that they find it difficult to be able to come down to the surgery "the same day" - particularly those without transport, and who might live in outlying villages.

If you do have difficulty in getting down to the surgery, please discuss this with the receptionist

Patients have said that it is difficult to get through on the telephone between 8.15 and 9.00am. We have up to four telephone lines open, and we already have more staff available to answer the telephone first thing in the morning. We are also considering a "call waiting" system, so that patients know that their call will be dealt with as soon as possible.

We would like to encourage patients to ring before 10.30 am, as this enables us to plan the doctor's workload. Patients are asked to wait until after 2.00pm to obtain test results or for general enquiries, as receptionists have more time to deal with these enquiries.

**Website - [www.castlemedical.co.uk](http://www.castlemedical.co.uk)**

If you have access to the internet, our website gives you all sorts of information about the practice (including which days each doctor is normally in surgery). There is also other useful health information and links to other websites.

You can even order your repeat prescription through our website - give it a try!